The pie chart illustrates the level of satisfaction about the service of cafeteria in UMP. According to the pie chart, the majority of the customers in cafeteria reported that they think the service of cafeteria is poor. Out of the 50 customers who answered the survey question, 18.36% reported the service of cafeteria is poor. 15.30% reported the service of cafeteria is acceptable, 12.24% of customers state that the service of cafeteria is very poor. While 5.10% reported the service of cafeteria is good; and there are no one answers the service of cafeteria is very good. It can be concluded that the service of cafeteria is not in well condition due to majority of the customers in UMP say that the service is POOR. Hence, improvement of cafeteria is emergency required to provide good service for UMP students and staff.

The graph above shows rank of the quality of the food in cafeteria among UMP students and staffs. According to the graph, the majority of the customers in cafeteria reported that they think the service of cafeteria is poor. Out of the 50 customers who answered the survey question, poor is the highest rank which is 18person or 36% and followed by Satisfactory which is 15person or 30%, Very Poor which is 12 person or 24% , Good which is 5person or 10% and the lowest rank is Very Good which is 0person or 0%. It can be concluded that probably most of the customer dissatisfy that the quality of the food in cafeteria which contributed to its highest rank. Hence, improvement of cafeteria is emergency required to provide good quality of food for UMP students and staff.

The graph above shows rate of the cleanliness of the cafeteria among UMP students and staffs. According to the graph, the majority of the customers in cafeteria reported that they think the service of cafeteria is poor. Out of the 50 customers who answered the survey question, poor is the highest rank which is 23person or 46% and followed by Satisfactory which is 13person or 26%, Very Poor which is 12 person or 24% , Good which is 2person or 4% and the lowest rank is Very Good which is 0person or 0%. It can be concluded that probably most of the customer dissatisfy that the cleanliness in cafeteria which contributed to its highest rank. Hence, improvement of cafeteria is emergency required to provide good cleanliness of cafeteria for UMP students and staff.